

# **Delaware State Police Recognize Public Safety Communication Personnel**

Delaware- The Delaware State Police (DSP) is proud to recognize and honor its public safety communication personnel during National Public Safety Telecommunications Operators Week. The Delaware State Police Communications Section consists of three 911 Public Safety Answering Points (dispatch centers), which are located in each of the three Delaware counties and Headquarters Communications in Dover.

The personnel assigned to the DSP Communication Section have dedicated their careers to providing superior services to those who are in need for law enforcement assistance. They are responsible for answering and responding to 911 calls, dispatching law enforcement officers, communicating with local, state, and federal agencies, collaborating with fire and EMS dispatchers, and operating in mobile command positions during critical incidents. They are the first public safety professionals to receive and respond to calls for help; and they are the first people responsible for ensuring that appropriate resources are dispatched and delivered to those in need. Oftentimes, they can make the difference between life and death situations.

In 2019, Delaware State Police Communication personnel handled 579,042 emergency 911 calls and an additional 392,841 non-emergency calls for service, for a total of 971,883 calls. Every day the residents and visitors to Delaware depend upon the skills, expertise, and commitment of these telecommunication professionals. This is especially evident during the current Covid-19 pandemic, during which these dedicated individuals remain in the centers to ensure that every 911 call is answered and appropriate law enforcement

services are rendered.

*It is with great pride that we recognize and honor our public safety communication members. They are the lifeline for providing assistance to those during their greatest time of need. Every day they answer the call to serve their community with competence, compassion, and professionalism. I am grateful for the opportunity to work with this distinguished group of women and men.”* – Colonel Nathaniel McQueen Jr, Superintendent